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09/756,471

ASTR-0051 (800431)

PTO/SB/97 (09-04)

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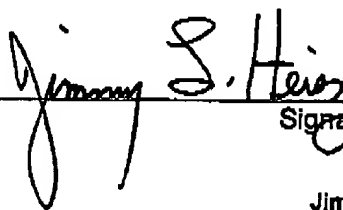
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• Comment on Reason for Allowance
under 37 CFR §1.104(E) (pp 2)

on May 18, 2006

Date



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Jimmy L. Heisz

Typed or printed name of person signing Certificate

38,914

Registration Number, if applicable

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MAY 18 2006

ATTORNEY DOCKET NO: ASTR-0051 (800431)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alasdhair Campbell, et al.

Serial No.: 09/756,471

Filed: January 8, 2001

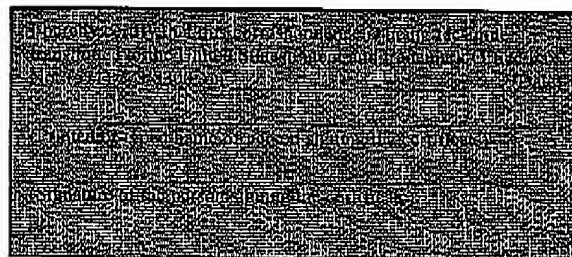
Title: CUSTOMER COMMUNICATION SERVICE SYSTEM

Grp./A.U.: 2614

Examiner: Gerald Gauthier

Confirmation No.: 7317

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450



Sir:

COMMENT ON REASON FOR ALLOWANCE UNDER 37 CFR §1.104(E)

The Applicants submit these comments in response to the Examiner's stated reasons for allowance included in the Notice of Allowance mailed May 11, 2006.

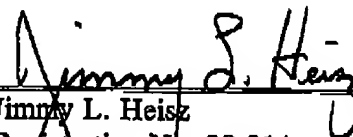
According to M.P.E.P. ¶ 1302.14, the statement of allowance should include at least (1) the major difference in the claims not found in the prior art of record, and (2) the reasons why that difference is considered to define patentability over the prior art if either of these reasons is not clear in the record. The Examiner states that the prior art fails to disclose, suggest or specifically teach certain limitations of Claims 4-11. However, the Applicants wish to make the record clear that no one limitation of a given claim has greater patentable weight (or is more "major") than any other limitation. Instead, it is the combination of recited limitations in a given claim that make it patentable. Claims 4-11 are no exception.

The Applicants also wish to make the record clear that a given claim is legally

presumed patentable unless it fails for lack of patentable subject matter, utility, novelty, nonobviousness or sufficiency of disclosure or support. The pending claims are allowable because no basis in law exists to deny their patentability.

Respectfully submitted,

HITT GAINES, P.C.


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Date: May 18, 2006

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